

INFORMATION LINK

Information Services Division

October 1998

A source of information for our customers

Volume 98, Issue 4

Software Development Services

Vern Welder

YEAR 2000 CONVERSION UPDATE

Year 2000 conversion of mainframe applications is 82% complete as of September 16, 1998.

WWW SERVER

Information Services Division (ISD) has converted the WWW server platform from IBM RS/6000 to Windows/NT. ISD has a development server and a production server, both running Microsoft Internet Information Server on Windows/NT. Customers are urged to use the development server to create, maintain, and test WWW applications, then transfer the applications to the production server upon acceptance.

COOL:GEN DEVELOPMENT

ISD has converted the Cool:Gen client/server development platform from OS/2 to Windows/NT. Cool:Gen is used to develop and maintain the Department of Human Services' large client/server applications.

MIDDLEWARE UPDATE

In the July issue of the Information Link, I mentioned that ISD had discontinued the search for ODBC access to Adabas. Since then, I have received four requests to continue the search. ISD re-opened the project and contacted data processing agencies in South Dakota and Wyoming. Both use Adabas SQL Server (ESQ). South Dakota has it installed, but no customers use it. Wyoming uses it, so we will continue working with them to research how the product can work for North Dakota state government.



Administrative Services

YEAR 2000 PROJECT LEADER UPDATE

Larry Lee

If you are in the process of developing a Year 2000 project plan for your office, you may want to check out a sample project plan developed for the state of North Dakota. The sample is on the ISD Year 2000 web page at <http://www.state.nd.us/isd/y2k/agencyinfo.html>. You can download it in either rich text format or Adobe format.

The next Year 2000 Project Leaders meeting is scheduled for 10:30 AM, October 6, 1998 in the Pioneer Room of the Capitol Building. The agenda can be accessed one week prior to the meeting at <http://www.state.nd.us/cgi-bin/db2www.exe/meetings/viewpublic.d2w/report>.

YEAR 2000 REFERENCE TOOL

Larry Lee

A company called EDS unveiled a free public Web site that contains year 2000 compliance data on more than 125,000 products from more than 3,000 vendors. The data has been compiled over the past four years for use by EDS and its customers. The database can be searched by entering either the name of a vendor or a product. Refer to <http://www.vendor2000.com/> to make inquiries.

ELECTRONIC RECORDS MANAGEMENT

Becky Lingle

Guidelines

The Electronic Records Committee and Information Services Division recently distributed the "Electronic Records Management Guidelines" for state agencies and city, county, and park district offices to use in the management of their electronic records.

The "Electronic Records Management Guidelines" are also available through the ISD web page at <http://www.state.nd.us/isd/Doc/erguide.pdf>

Training Opportunity

ISD is bringing in David Stephens from the George Washington University to conduct a two-day course, "Records Retention: From Visible Media to Electronic Records." The training will be held November 19-20 in Project Room A at the North Dakota Heritage Center and is open to all participants who are interested. The cost for this excellent training opportunity is \$550 per person. Please contact Becky Lingle by October 19 at 701-328-3585 to register or learn more about the course. A course summary is available at <http://www.gwu.edu/~ceep/2095.htm>

SOFTWARE LICENSE COMPLIANCE

Dan Sipes

It is the responsibility of each agency to ensure that they are in compliance with the license agreement of any software they purchase. Software license agreements should be read carefully as each company may have different policies regarding restrictions on disposition of software that has been upgraded, restrictions regarding

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installation on multiple computers, and other similar restrictions.

Software piracy is a large concern in the software industry and the Software Publishers Association (SPA) is an organization that actually conducts audits to ensure legal use of software. To date, the SPA has conducted 45 actions involving state governments and state schools. The liability for civil copyright infringement is up to \$100,000 per title infringed. If charged with a criminal violation, the fine is up to \$250,000 per title infringed and up to five years imprisonment. Most audits of organizations are initiated from tips given by current or former employees.

Agencies should retain documentation that all software has been purchased to demonstrate copyright compliance. The best documentation substantiating authorized purchases includes product specific licenses, approved purchase orders, invoices, vendor/reseller reports, and cancelled checks. Other documentation provided by the company may be accepted at the SPA's discretion. Normally, original media (CD-ROM's, diskettes, manuals, etc.) are not accepted documentation.

Examples of software usage policies, tips and tools for conducting a self audit, and other information regarding software management can be found at <http://www.spa.org/piracy>.

Computer Support Services

TECHNICAL SERVICES NOTES

Chuck Schreiber

Technical Services is busy with numerous hardware and software upgrades. Here is a brief rundown of our recent and future happenings.

Tape System Cut-over - April 8, 1998

The cut-over converted the majority of the tape media from the old 3490 tapes to the new 3590 tape technology. Each 3590 tape cartridge will hold approximately 40 of the old 3490 tapes.

AS/400 Operating System Upgrade - July 11, 1998

This project upgraded the AS/400 to OS/400 Version 4 Release 2.

AS/400 Memory & Disk Upgrade - August 15, 1998

The memory and disk storage added to the AS/400 system ensures adequate capacity for projected growth.

Virtual Tape Server Upgrade - September 12, 1998

The upgrade added a second robotic arm to the 3494 Virtual Tape Server. This will improve performance as well as overall availability.

3590 Tape Drive Upgrade — September 13, 1998

The upgrade added an additional tape drive to the 3590 Magstar tape system.

CMOS Processor Upgrade — September 27, 1998

The CMOS processor was upgraded to a 9672 model R36. This represents about a 37% increase in processing power.

OS/390 Operating System Upgrade — October 11, 1998

The operating system will be upgraded to OS/390 Version 2 Release 5.

If you would like to discuss any of these upgrades or projects, please call me at 328-3613 or send an e-mail message to cschreib@state.nd.us

1998 PERFORMANCE MEASURE SURVEY RESULTS

Mike Ressler

Information Services Division would like to thank the individuals who participated in ISD's annual performance survey. It seems like every time you open mail or answer the telephone, someone is conducting a survey. I want to assure you the responses we receive are read and discussed by our staff and many times are implemented. We rely on your feedback to help us better serve your needs. This past survey, we asked all agencies to sign the forms with at least your agency name in the event further explanations were needed and your response was excellent, only one agency did not comply. Following is a summary of the survey results:

INFORMATION SERVICES DIVISION

PERFORMANCE MEASURE SURVEY FOR FISCAL YEAR 1998

(VS = Very Satisfied S = Satisfied D = Dissatisfied VD = Very Dissatisfied)

RECORDS MANAGEMENT

	VS	S	D	VD
How satisfied are you with the professionalism and courtesy of the Records Management staff?	21	18	1	
How satisfied are you with the level of knowledge of the Records Management staff?	20	19	1	
How satisfied are you with the timeliness of work done by the Records Management staff?	16	22	2	
How satisfied are you with the quality of work done by the Records Management staff?	21	18	2	
How satisfied are you with the cost of the Records Management staff?	7	22	5	
What is your overall level of satisfaction with the services provided by the RM staff?	17	22	1	

DESKTOP SUPPORT SERVICES	VS	S	D	VD
How satisfied are you with the professionalism and courtesy of the Desktop Support Services staff?	10	18		
How satisfied are you with the level of knowledge of the Desktop Support Services staff?	10	18		
How satisfied are you with the timeliness of work done by the Desktop Support Services staff?	7	19	2	
How satisfied are you with the cost of the Desktop Support Services staff?	3	20	2	2
How satisfied are you with the quality of the work done by the Desktop Support Services staff?	10	17	1	
APPLICATIONS DEVELOPMENT	VS	S	D	VD
How satisfied are you with the professionalism and courtesy of the Applications Development staff?	11	9		
How satisfied are you with the level of knowledge of the Mainframe App. Development staff?	8	11		
How satisfied are you with the level of knowledge of the Client/Server App. Development staff?	7	9		
How satisfied are you with the timeliness of systems developed by the Applications Develop. staff?	6	11	2	
How satisfied are you with the quality of the systems developed by the App. Development staff?	8	10	1	
How satisfied are you with the cost of the systems developed by the App. Development staff?	6	10		
DATA PROCESSING OPERATION	VS	S	D	VD
How satisfied are you with the professionalism and courtesy of the DP Operations staff?	10	9		
How satisfied are you with the response time on the central computer?	11	11	1	
How satisfied are you with the cost of using the central computer?	7	12	1	
How satisfied are you with the quality and availability of central computer processing?	10	11		
How satisfied are you with the timeliness of work from the section?	4	10		
How satisfied are you with the cost of the Micrographics section?	2	9		
How satisfied are you with the quality of the Micrographics section?	3	8		
SUPPORT CENTER SECTION	VS	S	D	VD
How satisfied are you with the professionalism and courtesy of the Support Center staff?	20	17	1	
How satisfied are you with the availability of contacting someone from the Support Center?	17	20		
How satisfied are you with the timeliness of receiving responses from the Support Center?	13	21		1
What is your overall level of satisfaction with the Support Center?	15	20	1	
TELEPHONE SERVICES	VS	S	D	VD
How satisfied are you with the professionalism and courtesy of the Telecommunications Support staff?	29	14	1	
How satisfied are you with the level of knowledge of the Telecommunications Support staff?	25	17		
How satisfied are you with timeliness of work done by the Telecommunications Support staff?	30	11	1	
How satisfied are you with the cost of telephone services?	13	24	3	
How satisfied are you with the quality of telephone services?	23	19	1	
What is your overall level of satisfaction of telephone services?	24	18	1	
WIDE AREA NETWORK SERVICE	VS	S	D	VD
How satisfied are you with the professionalism and courtesy of the technical support staff?	11	14	3	
How satisfied are you with the level of knowledge of the technical support staff?	10	18		
How satisfied are you with the performance and speed of the wide area network?	12	15	1	1
How satisfied are you with the cost to access the wide area network?	5	15	5	1
How satisfied are you with the timeliness of technical support for the wide area network?	8	18		
How satisfied are you with the quality of work done by the technical support staff?	10	15	1	
What is your overall level of satisfaction with the wide area network service?	9	17	1	

Telecommunication Services

LOCAL DIAL ACCESS RETURNS TO FARGO, MINOT, AND GRAND FORKS

Jerry Fossum

ISD will be implementing local dial access to the state network in Fargo, Minot, and Grand Forks. This new service will be available to legislators beginning October 1, 1998 in Fargo and November 1, 1998 in Minot and Grand Forks. The service will be available for general use by state agencies beginning December 1, 1998 in all three cities.

ISD will continue to review dial access usage and will implement local dial access whenever the cost of using 1-800 service in a city exceeds the cost to the state of installing the necessary infrastructure to provide local access.



INFORMATION LINK is published quarterly by
North Dakota Information Services Division.

Anyone interested in contributing information or would like to be added to the mailing list should contact the editor at North Dakota Information Services Division, 600 East Boulevard Avenue, Bismarck, ND 58505-0100, (701) 328-3190. FAX: (701) 328-3000.

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No act of kindness, no matter how small, is wasted.
~ Aesop

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